# Your Way Worker

**Job Description**

## Job Purpose

The role of Your Way Worker involves autonomous, mobile working in the communityalongside engagement with a fast-paced team. Workers will be required to coordinate and maintain their own workload, reporting on their activity as required. The majority of a Your Way Worker’s time will be spent delivering bespoke one-to-one or group support to individuals experiencing or recovering from mental health problems.

**Key Responsibilities**

1. **Key working practices**

* To support individuals on a one-to-one or group basis as part of a variety of interventions relating to the steps of self directed support and achieving their goals
* Contributing to the protection of individuals from the risk of abuse and self-harm
* Contributing to the ongoing development of the individual and the service

**2. Communication and relationships**

* To communicate effectively with individuals from a wide variety of backgrounds
* To have open, honest and transparent professional relationships with people who we work with
* To forge and maintain relationships with other agencies in the community
* To share knowledge, skills and experience within the team while observing confidentiality

**3. Personal budgets and support planning**

* To support individuals through the process of applying for and planning for a personal budget and identify what support is needed to get the most out of SDS
* To build a knowledge base on the personalisation agenda as it develops

**4. Increasing social capital**

* To promote engagement within the community as a key factor in recovery and self management

**5. Promoting choice and control**

* To empower individuals to exercise choice and control, offering a person-centred service led by the wishes of the individuals you are working with

**6. Technology**

* To maintain and build upon good working knowledge of IT, and to take full advantage of opportunities to use IT to progress Your Way’s working practices

**7. Capturing and sharing what we do**

* To record and report on activity and outcomes, sharing examples of good practice
* To maintain up to date records and share these with individuals at any time

**8. Promoting user leadership and involvement**

* To promote and foster opportunities for the people Your Way supports to take the lead in the development of the service
* To support volunteers where necessary including peer supporters

**9. Service outcomes**

* To raise aspirations
* To increase community engagement
* To enable individuals to lead full and happy lives without relying on conventional mental health services
* For individuals to complete meaningful self assessments and get the most out of their personal budget
* For individuals to lead their own journey and have control over their lives

**Confidentiality**

* Information relating to people we work with must be treated in the strictest confidence and discussed with colleagues only with prior consent of the individual, unless in the case of risk
* Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

This list is not exhaustive and amendments and additions may be required in line with future policy changes.

**Equal Opportunities Statement**

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff has equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

**Person Specification - COMPETENCIES AND EXPERIENCE**

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|  | **Essential** | **Desirable** |
| **Mental Health** | Understanding of issues surrounding mental health and issues likely to affect those experiencing or recovering from periods of mental illness. | Lived experience of mental health problems |
| **Task planning** | Proven skills in managing a busy workload.  Experience of working autonomously.  Ability to plan ahead whilst also retaining capacity for flexible working. |  |
| **Information and record keeping** | Able to efficiently maintain appropriate records including use of information technology.  Willing and able to engage with databases and activity capture systems on a day to day basis. | Experience of working with contact and outcome management databases. |
| **Building and maintaining appropriate relationships** | Proven ability to build rapport with others and present a positive image of the service and oneself.  Proven ability to build and maintain appropriate and person-centred professional client/worker relationships |  |
| **Communication** | Good, clear and adaptable communications skills.  Willing and able to maintain a free flowing and transparent communication between worker and the person being supported. | Experience of external-facing communications with other agencies.    Experience of forging community relationships |
| **Equality and Diversity** | Experience of working with people from diverse backgrounds  Understanding of factors around equal opportunities, marginalisation and social exclusion including understanding of issues surrounding BME, LGBT and other minority groups. |  |
| **Working practices** | Knowledge and experience of working with confidentiality.  Experience of working in a fast paced environment.  Experience of working with individuals on a one to one basis.  Able to work in the field including daily local travel within the borough. | Experience of person-centred or personalised support. |
| **User involvement and leadership** | Understanding of importance of user involvement and leadership | Experience of developing, supporting or fostering user leadership or involvement opportunities |
| **Technical Skills and Specialist Knowledge** | Good IT skills including email, internet, word processing, basic Excel and mobile phone use.  Excellent telephone manner.  Willing and able to learn new systems as needed including databases.  Good written English and ability to write and produce written documents to a high standard. | Experience of using contact management and activity capture systems.  Advanced skills in word processing, email and internet.  Knowledge of the personalisation agenda and self-directed support  Knowledge of local systems related to self-directed support. |